Guide for Webinar Participants

What is a Webinar Training

- A Webinar is a meeting tool used to conduct live meetings, training, or presentations via the Internet instead of a physical location. In a webinar, each participant sits at his or her personal computer (at home, office, etc) and is connected to other participants via the internet and the telephone conference line. Participants require a computer to see the presentation and a phone to hear the speaker hosting the event.

How to Register for the Webinar

- Follow the link on the website or in the instructions email provided to you for registering for the webinar.

- A confirmation email will be sent to you after registering with information specific to date of the training including the link to the training and the conference call phone number.

How to Join the Webinar

- Open the confirmation or reminder email for the webinar event.

- Click the link provided in the email to join the webinar

- If prompted, click **Yes**, and **Trust** or **Always** to accept the download. If the automatic download does not occur, follow the instructions on the download page to do it manually.
- You will be entered in the "Waiting Room". The Attendee Control Panel and GoToWebinar Viewer window will appear when the presenter starts the Webinar. An image letting you know you are in the "Waiting Room" may appear on your screen.

Webinar and Teleconferencing Etiquette Tips

- **Sit in a quiet location where you will not be disturbed.**

- **Use appropriate equipment:**
    - If possible, always use a phone with a handset that is wired into the phone lines.
    - Cellular or cordless phones are more likely to cause static or other distracting noise that they pick up on the airwaves. Additional some mobile phones may overheat or your battery may expire depending on the length of the training.
    - Speakerphones pick up lots of background noise, and sometimes cause "clipping" because of the limitations of the equipment. If you are using a speakerphone, try to find one that is "full digital duplex"--this will allow all parties to speak at the same time with no clipping. And if no one in your immediate location needs to speak, you may use the "Mute" button on the phone to prevent background noise from disrupting the meeting. When someone needs to speak, simply release the "Mute".

- **Turn off your call waiting**

    Some of our conferences are set to play a tone as an announcement of a new person entering the conference. If your line starts beeping with call waiting, it can be very confusing and disrupting to the meeting! Most call-waiting features can be deactivated by dialing 70# before dialing. Check with your local phone service provider if you are unsure how to deactivate this function on your phone.

- **Introduce yourself when you begin speaking**

    Others may not know your voice!

- **Don't put your phone on HOLD to do something else**

    Your hold music will play into the conference call, and make it impossible for the other participants to continue the meeting in your absence!